

# EAP NOTES

## Kindness Can “WORK” Wonders



Consider this idea: Being kind has the power to make you more successful. Kindness gives you a competitive advantage. Need proof? Here are 3 reasons kindness matters:

**1. Exhibiting warmth--being enthusiastic, friendly and kind--makes you more influential.** A growing body of research suggests that the way to influence--and to lead--is to begin with warmth. Warmth is the conduit of influence: It facilitates trust and the communication and absorption of ideas. Even a few small nonverbal signals--a nod, a smile, an open gesture--can show people that you're pleased to be in their company and attentive to their concerns.

**2. Generosity--being a sharing, giving person--not only increases your productivity, it also helps your colleagues work more effectively.** The link between employee giving and business outcomes is surprisingly high. Higher rates of giving were predictive of higher unit profitability, productivity, efficiency, and customer satisfaction, along with lower costs and turnover rates. When employees act like givers, they facilitate efficient problem solving and build cohesive, supportive cultures that appeal to customers, suppliers, and top talent.

**3. Kindness builds trust.** When asked to invest in an endowment, players invested more money, with no guarantee of return, in partners whom they perceived to be more trustworthy on the basis of “a look” at their faces. Trust increases information sharing, openness, fluidity, and cooperation. If coworkers can be trusted to do the right thing and live up to their commitments, planning, coordination, and execution are much easier.

**Trust also facilitates the exchange and acceptance of ideas**--it allows people to hear others' message--and boosts the quantity and quality of the ideas that are produced within an organization.

The last reason to practice being kind, is **how contagious the spread of positive behavior is.** Also, science shows that practicing kindness and compassion has direct emotional, psychological and medical effects. **So, what are you waiting for? Smile. Be courteous. Be kind.**

Need some assistance tapping into your “kinder” work self? Best Care EAP is here to help. If you need someone to talk to, give Best Care EAP a call at **402-354-8000** or **800-801-4182** or email [eap@bestcareep.org](mailto:eap@bestcareep.org). **Counselors are just a phone call away.**